



	<p>4.5 Mike confirmed he will ask parks maintenance if there will be improvement to the, currently uneven, foot path in River Pathway. ACTION: Mike Rumble</p> <p>4.13 Richard recommended not using the generator supplier next year as they caused a blockage on a street which caused him to re-direct traffic. There were also concerns raised about the tent supplier (Carrington's) who did not follow the correct protocols. Richard added he will have a conversation with him and if improvements can be made, he is happy to use him for future events. ACTION Richard Kirtley – RK confirmed that England Generator Hire had been appointed for 2019.</p> <p><b>Ravenscourt Park</b></p> <p>5.2 Mike Rumble noted he did not see any advertisement for this year's events on websites such as Timeout London, Best of London firework displays etc. Nadia agreed and stated she will work closer with comms next year to ensure more sales are achieved. ACTION Nadia Jazareli – NJ confirmed that extensive marketing had been conducted for the 2019 event.</p> <p>6.6 There were some complaints about the ticketing systems, the same picture was used for both Ravenscourt Park and Bishops Park online caused confusion, next year marketing needs to be done different to prevent this from happening again. Action Nadia Jazareli. NJ confirmed that improvements would be made this year.</p> <p>7.3 Mike Rumble said in terms of marketing it would be a good idea to have a well-known public figure attend the event to build interest. Nadia suggested having musical entertainment before the fireworks. She will speak to the Comms team to explore this further. ACTION: Nadia Jazareli. NJ confirmed that improvements would be made in marketing this year.</p>	<p>RK</p> <p>NJ</p> <p>NJ</p> <p>NJ</p>
<p>4.</p>	<p><b><u>Events Overview</u></b></p> <p><b>Ticketing</b>  Early bird ticket price £6. These will go on sale from Friday 27 September until Friday 11 October 2019. Standard Ticket price £8.30.</p> <p>Ticketing (including cash handling and PDQ payments) will be handled by Ticket Master and Universal. Advanced ticket sales will be emailed to customers and postcode information will be requested for data capture and future marketing opportunities.</p> <p>Trying to get away from cash sale and encourage sales online. Officers have encouraged advanced ticket sales, to reduce the amount of cash handling on the door and improve security.</p> <p>Both entrances will enable tickets to be bought by cash or card payments. SEAPIA volunteers will be on the gates doing ticket checks.</p>	<p>NJ</p>

Ticketmaster will train all staff/volunteers involved with ticketing. Pre-purchased tickets will be scanned on entry by SEAPIA volunteers on the gates, which should lower queue waiting times.

The gate at Ravenscourt Avenue have been widened which should assist the flow of pedestrians and parking bays in Ravenscourt Avenue will be suspended.

### **Opening and Showtimes**

NJ explained that the opening and closing times would be slightly extended this year.

Gates open (16:00), Children's Fireworks Display (18:30), Gates Close (22:00), Main Fireworks (20:40 – but advertised as 20:30).

NJ explained that entertainment would be provided between the children's fireworks display and the main event. This would include fire performers and bands. A cover band would also perform at the conclusion of the main event to help control egress (i.e. to help reduce the initial numbers of people leaving the park).

### **Promotion**

NJ confirmed that posters would be going out soon. Large banner style posters would be used on Shepherd's Bush Green and other busy places such as North End Road.

NJ confirmed that last year, the ticketing information did not include an opt in clause requesting storage of data, so marketing data was not retained. This will be included this year to gather data to improve marketing next year.

NJ confirmed that Corporate Communications would be used to advertise the event on social media. The event/ tickets would also be advertised on Time Out London, Visit London, London Events.

NJ explained that the theme of marketing and promotional materials this year was Halloween due to proximity of the dates.

Comms to contact next door.

### **Appointed contractors**

HB confirmed the contractors as follows:

- Events Security (SFM)
- Generator – England Generator Hire
- Mani Catering
- Ipanema Bars
- Toilets – TBC
- Medical - TBC
- John Parnham Funfair
- GAP Group (fencing / trackway)

NJ

NJ

NJ

	<ul style="list-style-type: none"> <li>• Carrington's (Marquees)</li> <li>• Pains - Fireworks</li> <li>• Illumin8 (Tower Lights)</li> <li>• Steve Stokes (Expo Dogs)</li> </ul>	
5.	<p><b><u>Event overview - Ravenscourt Park 2019</u></b></p> <p><b>Change in format of the event</b>  RK explained that the event would run for one night from 4pm until 10pm.</p> <p>The build will commence on Friday 1<sup>st</sup> of November. The area will be screened off and security will be on site overnight. There will be an area available for dog walking.</p> <p>RK confirmed that security would be on site during the day to prevent anyone from jumping over fences or barriers. Dog teams would do a complete sweep of grounds before the event commenced on the day to ensure there were no security breaches. Two Dog teams would be situated at each entrance to detect any explosive devices and a third dog team would be present so the dogs could be rotated to rest the dogs.</p> <p>The major difference this year was the inclusion of two stages. A larger covered stage (8m x 3m) for singers and a smaller uncovered stage for entertainers including fire breathers. Three additional tower lights would also be used to enhance pathway lighting and extra signage would be erected to provide directions to disabled viewing areas.</p> <p>The event would also incorporate a fun fair and face painting.</p> <p>The overall layout would remain unchanged from 2018.</p> <p><b>Capacity</b>  RK confirmed Ravenscourt Park capacity would remain the same as previous years with the total amount of (16,605).</p> <p>RK explained that ticket scanning will be carried out which would provide Sportgate International with updates on how many people were attending.</p> <p>RK stated that wrist bands would be issued for readmittance after the children's event had taken place, the same as the previous year</p> <p>RK explained that full bag searches, as well as random body searches would be conducted by security. Some crowd profiling would also be done.</p> <p>RK will be briefing security on bag searching and random body search/pat downs.</p>	<p><b>RK</b></p> <p><b>RK</b></p>

	<p><b>Site layout / viewing area for people with disabilities</b>          RK explained that each entrance would have ticket purchasing lanes, all other lanes will be for those who have purchased tickets online, Paddenswick will also have more entry lanes. This will reduce queues waiting times due to complaints in previous year.</p> <p>RK confirmed there would be two bars on site this year as this worked well in 2018, they would each be located on opposite sides of park.</p> <p>All disabled viewing areas remained unchanged from 2018.</p> <p><b>Locked gate check</b>          RK confirmed that based on the experience for 2018, the gate by the nursery needed to be closed at dusk. RK confirmed that Parks Police would be briefed to check all entrances and ensure they were locked prior to the event commencing.</p> <p>NJ stated that the Events Team had produced a public access map, and this would be displayed prominently on fences surrounding the park.</p> <p><b>Additional lighting</b>          Three additional lighting towers would be used to enhance the lighting on pathways.</p> <p><b>Signage</b>          Extra signage would be used to direct persons to the disabled viewing area. NJ confirmed signage would be advertised in advance and will include information revolving around park closure timings, prohibited items. In addition, NJ confirmed that a series of reminders were added to tickets and the website such as: to wear appropriate footwear, no sparklers, no dogs etc.</p> <p><b>Availability of rescue tractor</b>          RK confirmed this was on stand-by. It was noted that the tractor was not a local resource, and if required, would need to come from Windsor.</p> <p><b>Management of entry following egress from children's event.</b>          General comments included: Additional security was required on the Ravenscourt Park station gate as this accessed the event. Conway's to action a road closure on Ravenscourt Park Avenue and to erect signage stating local access only.</p> <p><b>Management of entry following egress of children's event</b>          It is hoped that by providing entertainment after the firework display, the flow of people leaving the event would be reduced directly after the display.</p>	<p><b>RK</b></p> <p><b>NJ</b></p> <p><b>RK</b></p> <p><b>NJ</b></p> <p><b>RK</b></p> <p><b>RK</b></p>
<p><b>6.</b></p>	<p><b><u>Event Safety Management Arrangements</u></b></p> <p><b>Organisation &amp; planning</b>          HB provided details:</p>	

- HB confirmed the structure and event control would remain unchanged from 2018.
- Event control will be in Ravenscourt Café and will be managed by Rob Walley
- Event Gold – Will be from LBHF senior management - TBC
- Event Silver – RK (with HB as Silver Runner)
- NJ will be Silver for LBHF
- All Silver reporting will be through NJ.
- RK confirmed that Sportgate International would brief Parks Police to ensure all information was clear and included gate closing times.

SH / JD

RK

#### **Roles and responsibilities**

- Same structure as 2018.
- Glen Hunt would not be present as the special safety advisor in 2019 but will review all documentation.

#### **Construction**

- Thursday 30<sup>th</sup> October installation of trackway
- Friday 1 November 2019 - Deliveries of toilets, generator, staging and marquees.
- Saturday 2 November – Morning - Tower lights and audio installed.
- Saturday 2 November – Event ready by 2pm with all staff on site.
- Saturday 2 November - All volunteers ready by 3:30pm.

#### **Site Clearance**

- Saturday 2 November - Most persons off site
- Sunday 3 November – Park re-opened to public by 10am. RK suggested that Parks Police assist with re-opening of the park.
- Monday 4 November – Toilets, generator, trackways and stages removed – collected after school run (timings to be organised to coordinate with school timings).

RK/HB

TS/AR

#### **Operations Manual**

These were being finalised at the time of the SAG meeting. Documents will be circulated using Dropbox file, all SAG members will receive a hyper-link to this this. Documents will include medical and emergency plans.

#### **Emergency Contingency Plans**

RK explained these related to wet and inclement weather.

NJ explained that if the weather posed a threat to the event, then Sportgate International would receive a telephone call from the Event Gold who would make a final decision.

RK

NJ

RK highlighted that wind speed and direction was more important than rainfall. It was noted that firing positions would be changed if necessary. RK noted that it was important to know the wind tolerance of the site.

NJ

	<p>SN asked if Sportgate International had liaised with London Underground to establish whether there were any planned Tube Line closures on 2 November 2019. RK to check.</p> <p>NJ explained that in the event of cancellation, the Events Team would update the website, send notifications / emails as required.</p> <p>SN asked if the residents of Bishops Park had been notified that there would be no event this year. NJ stated that a letter would be sent to residents notifying them of this change.</p>	
7.	<p><b><u>Met Policing issues</u></b></p> <p>No information was provided by the Police. NJ to provide event information to Grant Lumsden (MET).</p>	NJ
8.	<p><b><u>Medical and First Aid</u></b></p> <p>Provider not confirmed.</p>	
9.	<p><b><u>Traffic Management</u></b></p> <p>NJ confirmed that a TMO would be applied for two weeks in advance of the event. This would be the same as last year.</p> <p>Parking bays will be suspended from 8.00am</p> <p>It was noted that from 3pm on 2 November 2019, a road closure would come into effect covering Ravenscourt Park Gardens and Hamlet Gardens so that the west side of Ravenscourt Park was closed to traffic. Only local access would be permitted. This would be managed by Conway's.</p> <p>RK suggested that 5 minutes before the end of the event, King Street could be closed to traffic. This would cause a short-term bottle neck and provide an effective counter measure to any hostile vehicle threats.</p> <p>Conway's will manage the traffic in Kings Street from 5 minutes before the end of the display. This has been well managed at past events with the road closure being in place for approximately 10-15 minutes</p> <p>It was noted that the tow truck would be located at the Paddenswick Road entrance if required.</p>	NJ/RK
10.	<p><b><u>Food Safety</u></b></p> <p>NJ to check all food caterer's documentation. This would then be added to the Dropbox folder for review.</p> <p>Mani Caterers would provide catering.</p>	NJ

11.	<p><b>Licensing</b></p> <p>Ipanema Bars would be the DPS. A challenge 25 protocol would be operating.</p>	NJ
12.	<p><b><u>Noise and Nuisance</u></b></p> <p>No feedback provided. The Fireworks SAG would be mentioned at the next LAG meeting, highlighting the slightly later start time. NJ to send Dom Stagg an email highlighting earlier starting time and later finishing time.</p>	NJ
13.	<p><b><u>Trading Standards</u></b></p> <p>No feedback provided.</p>	
14.	<p><b><u>Health and Safety/Public Safety</u></b></p> <p>RK highlighted that mitigation for trip hazards had improved with the addition of three extra lighting towers this year.</p> <p>GO will be on site to conduct safety checks from 2:30pm and will carry out food hygiene inspection on traders once they start trading on Saturday 2 November 2019.</p> <p>Local potholes were being repaired to reduce trip hazards.</p>	<p>GO</p> <p>Parks</p>
15.	<p><b><u>Any other business</u></b></p> <p>Charity Collection – Mayors Charity is the Upper Room. All charity collectors to wear Hi-Viz and have a copy of the approval letter with them.</p> <p>Notices to be put up in Parks to advertise the event and contact centre to be notified.</p> <p>Stephen Hollingworth – clarification about Communications protocols – Use of websites, listing sites for advertising the event. Use of posters and banner posters. Letter drop to those residents living close to the event. Officers to advise the Friends of Ravenscourt Park about the details of the event.</p> <p>Local football matches on 2 November 2019 – Fulham v Hull City. JR to contact Graham Souster to see if the event can be marketed further by FFC.</p> <p>Rugby World Cup Final – morning of Saturday 2 November 2019. Bear this in mind if England progress through the Tournament to the final.</p> <p>Bernie Bernard will be on site from 2.00pm for the briefing with Sportgate regarding lost/found children.</p>	<p>NJ</p> <p>JD</p>
16.	<p><b><u>Date of debrief SAG meeting</u></b></p>	

	Wednesday 13 November 2019 at 3 to 4:00pm, 3 Shortlands, Hammersmith, London W6 8DA, 2 <sup>nd</sup> Floor Room 16.	
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